PARAGON CASINO RESORT

Job Description

SYSTEMS SUPPORT TECHNICIAN

Department:	Systems	Reports to:	Systems Manager
Job Code:	TEC08	License:	Gaming
Position Code:	TEC011	Costing:	600 6000 6014
Pay Grade:	E7	Date:	
EEO-1 Code:	3		

SUMMARY:

Responsible for the installation, evaluation and maintenance of computer systems and selected software on property.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Installs selected software, maintaining proper security levels and access rights.

- Ensures the quality of systems operations in all areas of the company, by communicating with all levels of systems users and offering direction and assistance, as needed.

- Coordinates work flow, to ensure effective overall operations in the Systems Department.

- Consults with system users on specific project requirements, designating priority and scheduling project.

- Routinely inspects all supported equipment, identifying potential problems and repairing same, as needed.

- Facilitates the flow of information throughout the Systems Department, by attending regularly scheduled departmental meetings.

- Ensures a maximum level of service and satisfaction to all systems users is achieved and maintained.

- Conducts an inventory of all systems on property, and maintains accurate records, by updating information as needed.

- Maintains a working knowledge of Microsoft products, Email, and all aspects of Network Administration, in order to perform job effectively.

- Contacts Vendors with regard to specific software, hardware or phone problems, as needed or as requested by the Systems Manager.

- Assists the Cabling Department with miscellaneous projects.

- Programs, and writes procedures, to assist in the day-to-day functioning of the Network.

- Installs and maintains wireless networking systems.

Paragon Casino Resort requires all Associates to consistently:
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITES:

Although this position does not directly supervise any one person, the Systems Support Technician indirectly supervises the activities of all system users on property.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Technical degree in Computer Science or related area; two (2) to four (4) years related experience and/or training; or an equivalent combination of education and experience.

Qualifications: Two (2) to three (3) years experience in computer technical troubleshooting and information management required, with casino related experience preferred. Must possess effective communication skills, and be computer-literate, with superior programming and usage skills. Must have worked with Windows desktop operating systems, printers, backup software, anti-virus software and wireless networking systems.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Certifications: A+

Language Skills: Ability to read, analyze, and interpret simple documents, such as safety rules and regulations, technical procedure manuals, instructions, and basic correspondence, reports and memos. Ability to respond to common inquiries or complaints from system users. Ability to effectively present information in one-on-one and small group situations.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; climb l and use hands to finger, handle or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate is frequently required to lift and/ or move up to twenty-five (25) pounds, must occasionally lift and/or move up to fifty (50) pounds, and must infrequently lift and/or move up to one hundred (100) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is frequently required to risk danger of electrical shock and/or radiation (from computers).

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The casino environment is usually smoky.